# Municipal Parking Permit Portal

## Permit Holder Instructions

### Municipal Parking Lots:

- The Town of Halton Hills provides limited, overnight parking in designated municipal lots from 7 p.m. – 7 a.m.
- Parking permits are required, and monthly permit fees will apply.
- To apply for a Monthly Municipal Lot Permit, please create a parking portal account and follow the steps outlined in this document to submit a purchase request.

### Online Permit System:

Halton Hills is excited to offer residents the ease and convenience of managing parking lot permits online.

- Permits can be purchased in 1-month or 3-month durations for the current calendar year.
- All Parking Permit purchases are subject to an approval process by the Town. You do not have permission to park in the requested parking lot until your permit request is approved and paid.
- You will receive an e-mail confirmation once the review process is complete.

**Auto-Renewals:**

- The new online system offers an auto-renewal feature which automatically renews an approved permit at the end of each period (either monthly or every 3 months).
- You will be notified via e-mail before your credit card is charged.
- This is option is highly recommended to ensure your permit remains valid. You always have the option to opt-out of auto-renewal at any time.
- It is the permit holder's responsibility to ensure permits for subsequent months are purchased and paid for. Failure to do so, may result in your permit no longer being valid and you will no longer have authorization to park in the designated lot. The Town makes no guarantee that your existing permit will be available for repurchase if you do not purchase or renew before the 1st of the month.

### Before you begin:

You will require the following:

- Electronic copies of:
  - proof of residency (driver's licence, utility bill, etc....)
  - proof of vehicle ownership
- Access to a personal e-mail account
- Valid Credit Card information

### Questions?

For assistance, please contact:

Carla Bonacci
Enforcement Coordinator
Town of Halton Hills
(905)873-2600 ext. 3030

## There are Four Steps to purchase a permit online:

- **V' Step #1: Sign up for an Account**
- **V' Step #2: Add a Permit**
- **V' Step #3: Complete Purchase**
- **V' Step #4: Town of Halton Hills Approval Process**

## Step #1: Sign up for an Account:

1. Go to the new Parking Permit Portal at the following web address: https://haltonhills.gtechna.net/permit-portal/index.xhtml

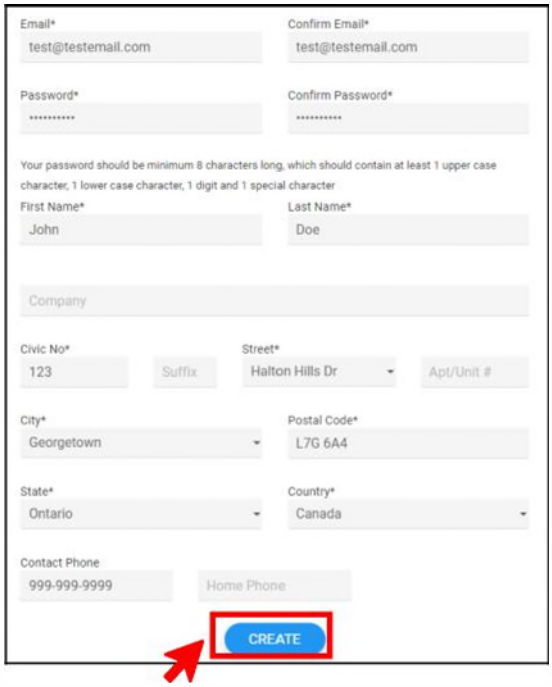
2. From the Home Page, click the "**Sign Up**" button in the top-right corner, to create an account.

3. Type in your personal information in all required fields (E-mail, Password, First/Last Name, Civic Address and Contact Phone Number).

4. Click the "**Create**" button once complete.

5. You will receive an e-mail confirming that your account was created.

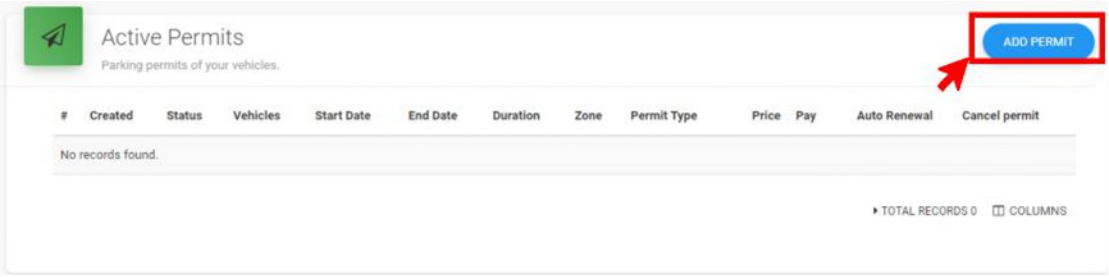
   Note: please retain the above website address, your e-mail and password information for future reference.



HOME /
Home
Sign Up
Login
Home | Help
TOWN OF
HALTON HILLS
Municipal Parking Permit Portal
The Town provides the following parking options for residents and visitors:
Monthly Municipal Lot Parking Permits
• The Town of Halton Hills provides limited, overnight parking in designated municipal lots from 7 p.m. – 7 a.m.
• Parking permits are required, and monthly permit fees will apply.
• To apply for a Monthly Municipal Lot Permit, please log in to your parking portal account. Don't have an account? Sign up here.
• For questions or assistance, please contact Service Halton Hills at 905-873-2600 ext. 2350

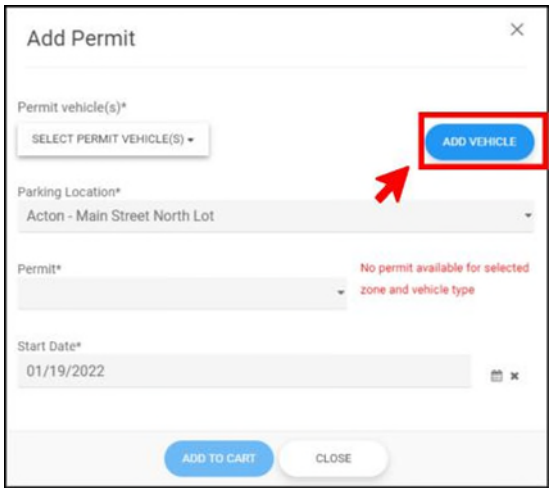
## Step #2: Add a Permit

1. Login to your Parking Portal Account.
2. In the "**Active Permits**" section, click the "**Add Permit**" button.


Active Permits
Parking permits of your vehicles.
ADD PERMIT
# Created Status Vehicles Start Date End Date Duration Zone Permit Type Price Pay Auto Renewal Cancel permit
No records found.
TOTAL RECORDS 0
COLUMNS

Note: the "Active Permit" section is where all permit requests can be viewed and managed.

3. Click the "**Add Vehicle**" button to register your vehicle(s).

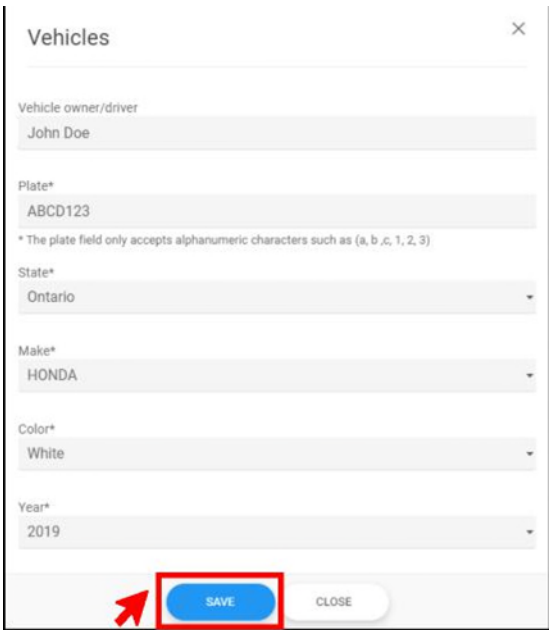



4. Type in your vehicle's information in all required fields (Name, Plate, Province, Make, Colour, Year).

5. Click the "**Save**" button once complete.

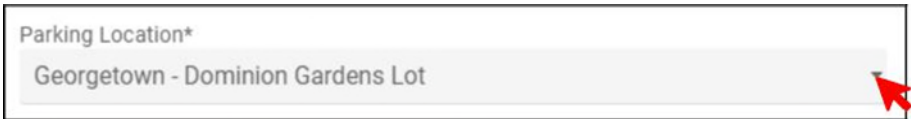
6. Repeat for any additional vehicles.

Note: The Town allows up to three plates to be registered per permit/spot. Only one vehicle may be parked in a permitted spot at any one time. If more than one permitted spot is required at one time, additional permits must be purchased.



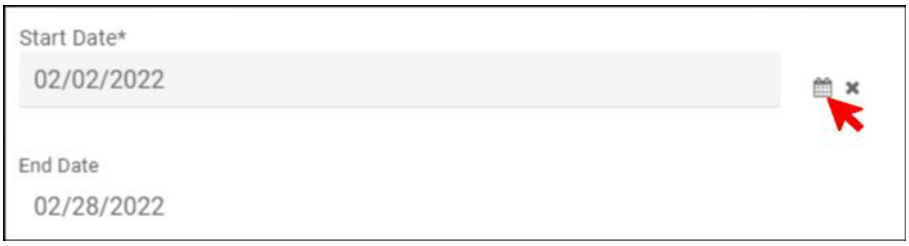
7. **Permit Vehicle(s):** Click the drop-down arrow, click to select (add a checkmark) beside the applicable vehicle(s) from the list.

8. **Parking Location**: Click the drop-down arrow and select the Parking Lot from the list.




9. **Permit:** Click the drop-down arrow and select the duration from the list: Monthly Permit – 1 Month **or** Monthly Permit – 3 Months.

10. **Start/End Date:** Click the calendar button beside "Start Date" and select the required start date for the permit. The "End Date" will automatically adjust based on the duration selected in the last step.

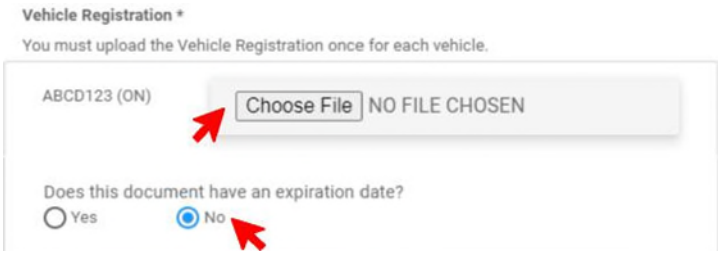



Note: The Town does not pro-rate monthly permit passes for partial months.

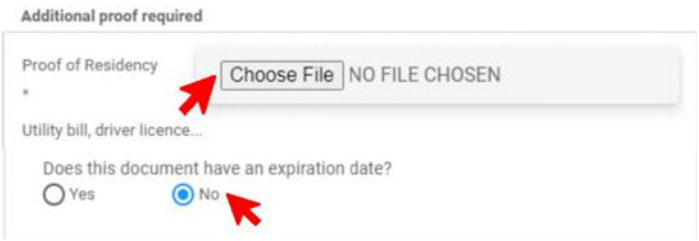
****Scroll down to continue to view all sections****

11. **Vehicle Registration:** Upload an electronic copy of Vehicle Ownership for all vehicles listed.

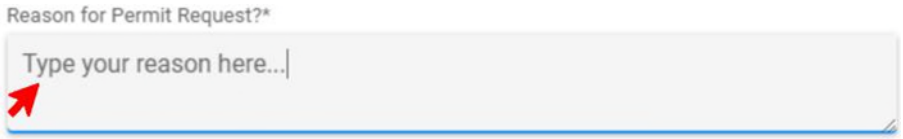
- Click the "**Choose File**" button.
- Select the file from your personal records.
- Once uploaded, the file name will be displayed.
- If asked "Does this document have an expiration date?", please select "**No**".



12. **Additional Proof Required:** upload an electronic copy of Proof of Residency (i.e. driver's licence, utility bill, etc....)
    - Click the **"Choose File"** button.
    - Select the file from your personal records.
    - Once uploaded, the file name will be displayed.
    - If asked "Does this document have an expiration date?", please select "**No**".

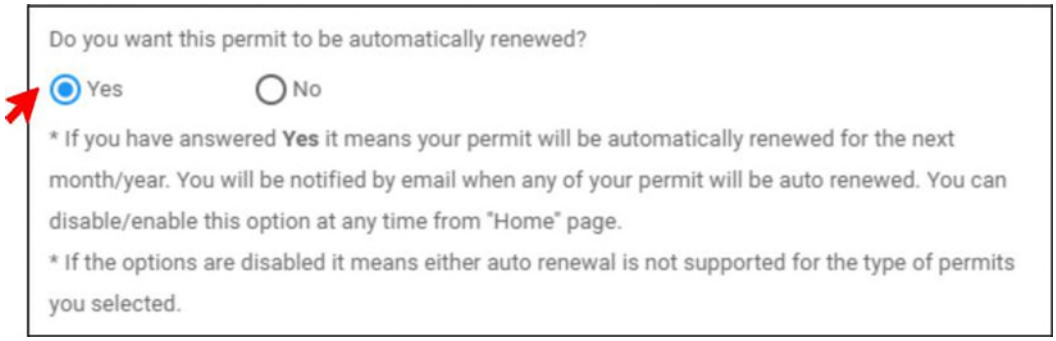



13. **Reason for Permit Request:** type in a reason in the space provided.

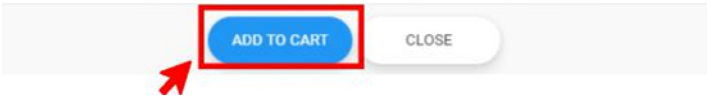



14. **Automatically Renew:** This is option is highly recommended to ensure your permit remains valid. You always have the option to opt-out of auto-renewals.

    If you select "No", it is the permit holder's responsibility to ensure permits for additional months are purchased and paid for as required.


Do you want this permit to be automatically renewed?
Yes
No
* If you have answered Yes it means your permit will be automatically renewed for the next month/year. You will be notified by email when any of your permit will be auto renewed. You can disable/enable this option at any time from "Home" page.
* If the options are disabled it means either auto renewal is not supported for the type of permits you selected.

15. Once all sections are completed, click the "**Add to Cart**" button to proceed to the next step.

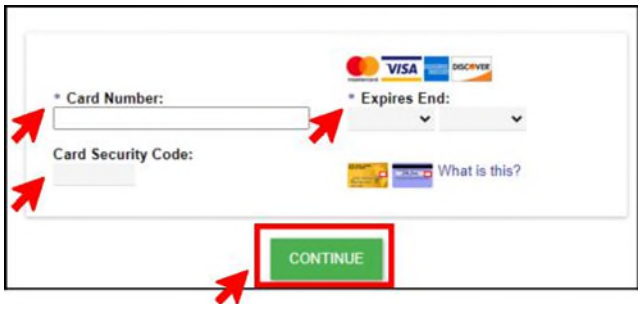


## Step #3: Complete Purchase

From the Permit Shopping Cart:

1. Click the **"Add Credit Card"** button to add your credit card information to your account.

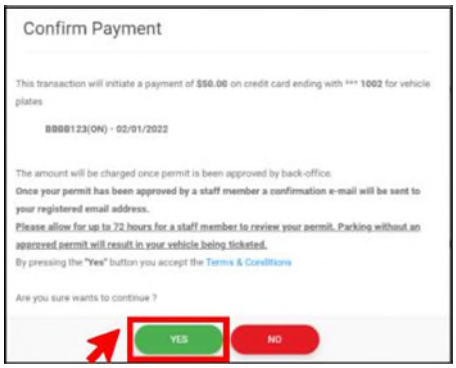
2. Type in your Credit Card details as required (Card Number, Security Code and Expiry Date). Click the "**Continue**" button.



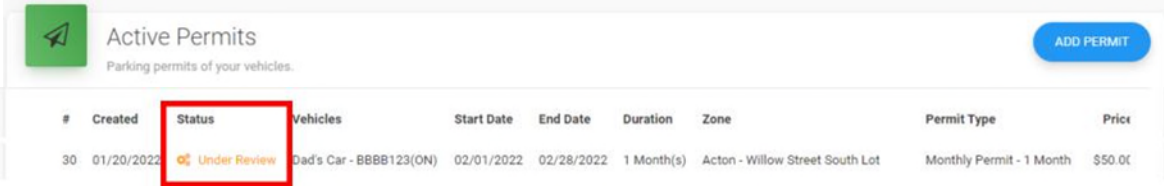

3. Click the **"Buy"** button to proceed.

Note: if the "Buy" button is greyed out, ensure there is a checkmark beside "Accept Terms".

4. A Payment Confirmation message will be displayed. Please note that your card will not be charged until your permit is approved by the Town. Click the **"Yes"** button to finalize.


Confirm Payment
The amount will be charged once permit is been approved by back-office.
Once your permit has been approved by a staff member a confirmation e-mail will be sent to your registered email address.
Please allow for up to 72 hours for a staff member to review your permit. Parking without an approved permit will result in your vehicle being ticketed.
Are you sure wants to continue ?
YES
NO

5. The status of your request can be viewed at any time in the “Active Permits” or “Permits” section:


Active Permits
Parking permits of your vehicles.
ADD PERMIT
# Created Status Vehicles Start Date End Date Duration Zone Permit Type Price
30 01/20/2022 Under Review Dad's Car - BBBB123(ON) 02/01/2022 02/28/2022 1 Month(s) Acton - Willow Street South Lot Monthly Permit - 1 Month $50.0(

## Step #4: Town of Halton Hills Approval Process

- All Parking Permit purchases are subject to an approval process by the Town.
- **You do not have permission to park in the requested parking lot until your permit request is approved and paid.** Parked vehicles in municipal lots while a permit is “Under Review”, will be considered under violation.
- You will receive an e-mail confirmation once the review process is complete.
- An e-mail confirmation of payment will also be sent. A receipt will be attached.
- If your permit request is rejected for any reason, you will receive an e-mail with additional information.